



BOARD OF BEHAVIORAL SCIENCES
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Meeting Minutes
Budget and Efficiency Committee
January 27, 2006

California Department of Education
1430 N Street, Room 2102
Sacramento, CA 95814

Meeting called to order at 9:00 a.m. and quorum was established.

Committee members present:

Victor Law, Chair
Donna DiGiorgio

Staff members present:

Paul Riches, Executive Officer
Mona Maggio, Assistant Executive Officer
Kim Madsen, Program Manager
Lynne Stiles, Information Technology Analyst

I. Introductions

Mr. Law welcomed everyone to the meeting.

II. Strategic Plan Goals 2, 5 & 6 – Report on Progress

Goal 2: Build an excellent organization through effective leadership and professional staff.

Objective 2.1 -- Meet 80% of training goals identified in IDPs by June 30, 2006.

The committee reviewed the objective and questioned whether the June 30, 2006 date is realistic. Staff indicated that the date is realistic. Staff explained that the Individual Development Plan (IDP) is the annual review process for state employees. IDPs should be completed in each employee's anniversary month, but the board had been unable to be current with IDPs. With the addition of Ms. Madsen as a manager, the board will have provided each employee an IDP by the end of January. With all the IDPs complete in a short time, employees will have the opportunity to complete substantial training by June 30, 2006. Any training not completed by then will at least be scheduled by that date.

Objective 2.2 -- Reduce average application processing time by 33% by December 30, 2006.

The committee reviewed the objective and commented on the importance of providing timely service to the board's applicants. Staff reported that the objective has already been met and exceeded. Application processing time in the prior quarter

was down 46% from the baseline quarter of April – June 2005. Staff noted that this measure only applies to the time required for staff to evaluate the application and that there are other factors that require improvement that will need to be included in a future revision of this objective.

Objective 2.3 -- Increase staff training hours by 15% by June 30, 2010.

The committee reviewed the objective and inquired as to the availability of board funds to pay for the added training. Staff indicated that the board had not fully expended its line item for training in recent years and funding should not be an issue. Staff added that ongoing training for staff is an investment that will allow the board to continue to increase its productivity which will be required to accommodate future workload increases without additional staff or service reductions.

Objective 2.4 -- Joint participation by executive staff and board members in 20 external events (non-board meeting) by June 30, 2010.

The committee reviewed the objective and observed that the biannual meetings with educators from marriage and family therapy and clinical social work programs will satisfy one-half of the 20 meetings in the objective. Staff agreed and indicated that the Communications Committee is already planning participation at annual meetings for the principal licensee associations.

Goal 5: Utilize technology to improve and expand services.

The committee reviewed the objectives and received an extensive update by Ms. Stiles regarding the objectives and the board's participation in the Department of Consumer Affairs iLicensing project. The feasibility study report (FSR) for the iLicensing project has been approved by the Department of Finance but a funding source has not been identified. It is expected that each participating board/bureau in the department will bear a pro-rata share of the cost but neither the cost nor the allocation of the costs have been detailed at this point in time. A number of challenges exist for launching online services including how to establish and verify identity online, how to accept electronic documents to establish qualifications for licensure, and how to accommodate the service charges for accepting credit card payments.

The committee recognized the significant productivity and service enhancements that could be realized from online transactions.

Objective 5.1 -- Provide the ability to accept electronic payments by June 30, 2008.

Objective 5.2 -- Process 70% of all renewal applications online by June 30, 2009.

Objective 5.3 -- Process 33% of all new applications online by June 30, 2010

Objective 5.4 -- Provide the ability to check the status of all applications online by June 30, 2010.

Goal 6: Maximize the efficiency and effectiveness of the Board's resources.

The committee reviewed the objectives and staff indicated that the productivity growth targets were established based on anticipated program growth through 2010. These growth projections were established by extrapolating from the prior five-year period.

Objective 6.1 -- Increase licensing staff productivity 13% by June 30, 2010.

Objective 6.2 -- Increase enforcement staff productivity in processing consumer complaints 29% by June 30, 2010.

Objective 6.3 -- Increase examination staff productivity 15% by June 30, 2010.

III. Dates for Future Committee Meetings

The committee set the following dates for future meetings.

Monday, April 17, 2006

Wednesday, June 21, 2006

Wednesday, September 20, 2006

Wednesday, January 10, 2007

The committee adjourned at 9:45 a.m.